

## **TERMS OF REFERENCE FOR NONCONSULTING SERVICES**

### **Request for Quotation**

#### **A. Firm for Design and Operationalization of Learning Management System (LMS) – 6 Person Months of intermittent input**

**Introduction.** The agency would be responsible for supply of a LMS for DoPT.

**Scope of Work.** The agency will provide LMS which meets the following high-level function requirements (but not limited to):

##### **1. Salient Feature**

- i. LMS solution should provide complete automation of the learning lifecycle.

##### **2. Security Capabilities**

- i. The LMS solution should support strong password policies;
- ii. The LMS solution should determine secure authentication through user IDs and passwords across multiple platforms like desktops/ laptops/ tablets and smartphones.
- iii. Restrict access from unrecognized devices
- iv. Prevent simultaneous login from more than 3 devices for a single user

##### **3. Platform & Domains**

- i. The system should have the integration with virtual meeting/classroom tools such as WebEx, Connect, etc.; and
- ii. The system may have the capability Single-sign-on functionality with third party tools. For example if required it can be integrated with MOOC platforms like Coursera/Edx/ Udemy, etc.

##### **4. User Interface**

- i. Ability to modify/customize the user interface;
- ii. The system should be intuitive and have built in wizards to guide administrators on difficult tasks; and
- iii. The solution should have the capability to display all instructor-led classes in the system as well as online courses.

##### **5. Features that are available to the Trainees/ Learners**

- i. The system should allow enroll and cancel registrations for learning activities;
- ii. The system should be able to register users with/without manager approval;
- iii. The system should have the ability to update/adjust/create learning plan;
- iv. The system should have the ability to filter views of learning plan (i.e. by training type); and

- v. The system should be able to allow trainee to submit a project/assignment online in word/pdf format/xls/ppt/jpg and other commonly used formats.

## **6. Facilitators/ Trainers**

- i. The system should have the ability to securely view key documents and share them if required; and
- ii. The system should have the ability to mark documents as “favorites” for faster future access.
- iii. The system should have the ability to update/adjust/create learning plan;
- iv. The system should have the ability to filter views of learning plan (i.e. by training type);
- v. Should allow the trainer to schedule collaboration meetings, create batches, enable bulk assignment of modules

## **7. Learning Content Creation & Management**

- i. The system should have support for online training, instructor-led training, and informal learning objects (such as on-the-job training) to be assigned and tracked by the LMS;
- ii. The system should allow administrator to select option for learner to mark a user defined training object as complete;
- iii. The system should have the ability to integrate with thousands of courses from any vendor or custom content built by a client that follow Sharable Content Object Reference Model (SCORM) standards; and
- iv. The system should be able to access online resources which the instructor has posted for a course in pdf, ppt ,doc xls, pps, jpeg, mp3, mo4, mov, or other commonly used formats.
- v. The system should be able to set/select general business rules for how users will access the catalogue and enroll in courses;
- vi. The system should be able to manage terms / time frames when courses are available in the catalogue for learner enrolment;
- vii. The system should be able to manage which user groups has access to areas of the catalogue through catalogue access codes; and
- viii. The system should allow users a searchable course catalogue.

## **8. Reporting Capabilities**

- i. Real-time reporting;
- ii. Report generation on demand through the LMS interface;
- iii. Web-based reporting interface with results appearing in application workspace;
- iv. Report can be printed from application workspace without having to export;
- v. Standard "out-of-the-box" reports;
- vi. Report is filterable by user-groups; and
- vii. Ability to build a new report and share with other users.

## 9. Communication & Collaboration

- i. Automated reminder notices via email;
- ii. Manage event communications by enabling or disabling as well as recipients easily through user interface; and
- iii. Edit and manage content of notification message.

## 10. Social Learning & Collaboration

- i. Social Learning - Forums, Chats, Discussion, Integration with social media;
- ii. Support - Footprint of Vendor in India, Onsite Support;
- iii. Interface - Business Intelligence integration and Learning tools interoperability (LTI);
- iv. Analytics - With the usage of effective tools such as predictive analysis, multi-source knowledge mapping, and machine learning, it is possible to design a system that caters to individual Learning Analytics needs; and
- v. The system should be able to handle the 200 number of concurrent users using the system simultaneously in the initial phase. This number is likely to go up as the installation stabilizes approximately 4-6 months post installation.

## 11. Assessments

- i. System should allow different types of assessments – both formative and summative;
- ii. Randomization of questions and randomization of options facility available;
- iii. Conditional branching options when designing the assessment; and
- iv. Should support picture, document, audio and video files in both question and answer options.

## 12. Additional functionality as may be specified.

### B. Firm for E-learning Content Development - 6 Person Months of intermittent input

**Introduction:** The agency will be responsible for conversion of existing content into e-learning content, sourcing of off the shelf e-learning content and custom development of e-learning content for the iGOT.

#### Scope of work

- (i) In consultation with DoPT shortlist topics on which content needs to be made available on the LMS.
- (ii) Identify the topics from the above where base content is readily available at DoPT and can be converted to e-learning using authoring tools.
- (iii) Also identify the topics on which off the shelf content can be procured and provided,

- (iv) For topics on which custom content is to be made the agency will follow the following content development cycle:
  - a. Develop the Table of Content (TOC). Study the topic and existing material available to develop the TOC and obtain a sign off on the same from DoPT;
  - b. Write the Storyboard: Develop a storyboard based on the TOC for the module and get the same signed off from DoPT. If at this stage, there is some modifications to the TOC the same too must be signed off and incorporated in both the TOC and the story board;
  - c. Determine the level of animation/ click through screens required for the module;
  - d. Develop the Alpha version of the module and get the same signed off from DoPT. Any changes mutually agreed must be incorporated in the Beta version;
  - e. Develop the beta version;
  - f. Integrate the voice over where agreed;
  - g. Obtain final sign off on content; and
  - h. Submit the final module and the supporting source files as a zip file. The TOC and storyboard in soft and hard copy to be submitted to DoPT.
- (v) UAT to check smooth running on LMS: Module to be uploaded on the LMS and UAT to be done by DoPT/ assigned personnel. Any bugs found need to be fixed by the vendor; and
- (vi) Final sign off post UAT by DoPT.
- (vii) The content must confirm to the following standards:
  - a) Must be HTML 5 compliant;
  - b) Must be SCORM 1.2 compliant;
  - c) Must be usable on Multiple devices like Phone, Tablet, PC Laptop; and
  - d) Additional requirements after LMS vendor gives specific inputs.